

**MAIL STOP AF**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN RE THE APPLICATION OF     )   McCORMACK, Tony et al.  
SERIAL NO.:                     )   10/645,438  
FILED:                         )   August 21, 2003  
FOR:                            )   Management of Queues in Contact Centres  
CUSTOMER NUMBER             )   23644  
CONFIRMATION NO.            )   7992  
ART UNIT:                     )   2153  
EXAMINER:                    )   Chea, Philip J.  
ATTORNEY DOCKET NO.         )   920673-94702

**RESPONSE TO FINAL OFFICE ACTION OF JANUARY 8, 2009**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's final Office Action of January 8, 2009, the Applicants make the following amendments and remarks: